Business Technology

1. Organize and plan activities related to the business setting.

1.1 Maintain appointment calendar
1.2 Make travel arrangements
1.3 Prepare travel itineraries
1.4 Electronically schedule calendar for meeting rooms
1.5 Arrange telephone conference calls
1.6 Arrange teleconferences via satellite downlinks
1.7 Arrange teleconferences via two way interactive video on ISDN lines
1.8 Plan meetings or conferences
1.9 Obtain facilities for meetings and conferences
1.10 Prepare agendas
1.11 Compile material for meetings
1.12 Obtain audio visual equipment for meetings
1.13 Arrange schedules for meetings/appointments electronically
1.14 Plan for entertainment, receptions, or dinners
1.15 Plan physical layout of the office
1.16 Plan and organize own work
1.17 Log work assignments in and out
1.18 Gather information for supervisor
1.19 Compile data for company reports
1.20 Schedule office appointments

2. Select and maintain supply and equipment inventories, using appropriate business equipment and software.

2.1 Maintain inventory of software
2.2 Assist with software problems
2.3 Prepare cost justification for software
2.4 Maintain software licenses
2.5 Train others on equipment
2.6 Supervise installation of office equipment and furniture
2.7 Schedule maintenance of office equipment
2.8 Assist with hardware problems
2.9 Prepare cost justification for office equipment and furniture
2.10 Evaluate/recommend equipment
2.11 Receive office equipment and supplies
2.12 Store office equipment and supplies
2.13 Maintain equipment leases
2.14 Maintain inventory of supplies
2.15 Order supplies
2.16 Maintain inventory of forms
2.17 Perform regular maintenance on equipment
2.18 Prepare, examine, and analyze financial data for business operations.
2.19 Maintain petty cash fund
2.20 Reconcile cash account and receipts
2.21 Prepare bank deposits

2.22 Reconcile bank statements
2.23 Make journal entries
2.24 Reconcile all journals
2.25 Complete vouchers for payment
2.26 Complete purchase requisitions
2.27 Process invoices
2.28 Keep record of office expenses
2.29 Review budgets
2.30 Compile data for budget
2.31 Compile time sheet information
2.32 Process payroll
2.33 Prepare employer’s travel voucher
2.34 Accept payment on account
2.35 Process accounts payable
2.36 Complete employee insurance records
2.37 Complete overdue bills
2.38 Communicate with insurance company about employee accounts

3. Categorize and manage records and files for systematic storage and retrieval.

3.1 Maintain clippings file
3.2 Maintain tickler file
3.3 Maintain alphabetical files
3.4 Maintain numerical files
3.5 Maintain subject files
3.6 Maintain electronic files
3.7 Retrieve information from files
3.8 Transfer files manually
3.9 Transfer files electronically
3.10 File materials
3.11 Use database for records
3.12 Process records for destruction or disposition
3.13 Log incoming records
3.14 Maintain file of addresses and telephone numbers
3.15 Maintain historical records
3.16 Maintain reference library
3.17 Maintain classified or confidential files
3.18 Maintain magnetic media file
3.19 Develop records management system and guidelines
3.20 Back-up computer systems
3.21 Format disks
3.22 Install software
3.23 Manipulate text or data using software
3.24 Copy one disk to another
3.25 Convert document from one software to another

4. **Develop the ability to send a clear communication utilizing technology.**

    4.1 Explain office procedures
    4.2 Orient new employees
    4.3 Make oral presentations
    4.4 Dictate correspondence
    4.5 Compose written directions
    4.6 Compose routine correspondence
    4.7 Keep telephone log
    4.8 Answer incoming calls
    4.9 Place/return telephone calls
    4.10 Greet/assist visitors and clients
    4.11 Handle confidential material
    4.12 Respond to inquiries
    4.13 Keep up to date with technical developments
    4.14 Develop liaisons with organizations and community
    4.15 Participate as a member of a task force
    4.16 Respond, transmit and monitor electronic mail messages
    4.17 Respond to voice mail
    4.18 Retrieve messages from answering machine
    4.19 Send document via modem/fax
    4.20 Process incoming/out-going mail
    4.21 Process mail through postage machine
    4.22 Prepare packages for shipping
    4.23 Handle specialized mail
    4.24 Prepare correspondence and document for mailing
    4.25 Arrange for courier services
    4.26 Distribute materials
    4.27 Maintain network server
    4.28 Utilize information database

5. **Compose, edit and design documents for the work place in an efficient manner using technology.**

    5.1 Create new documents using word processing software
    5.2 Revise existing documents
    5.3 Merge form letters
    5.4 Develop macros
    5.5 Search/replace data
    5.6 Spell check a document using software
    5.7 Edit a document using thesaurus
    5.8 Correct grammar and punctuation of document
    5.9 Create word processing directory/subdirectory index
    5.10 Create document using spreadsheet software package
    5.11 Create document using graphic software package
    5.12 Insert graphic in document
    5.13 Prepare report
    5.14 Design tables depicting data
    5.15 Design/produce visuals

5.16 Design forms
5.17 Key document from longhand
5.18 Key document from machine transcription
5.19 Key document from edited rough draft
5.20 Key mailing labels and envelopes
5.21 Key data to prepare graphs and charts
5.22 Key manuscripts
5.23 Key correspondence using variable inserts
5.24 Key statistical documents
5.25 Complete preprinted forms
5.26 Compose copy to be keyed
5.27 Take dictation in shorthand and/or keyboard
5.28 Transcribe dictation into mailable documents
5.29 Print data
5.30 Paste-up materials to be printed
5.31 Make photocopy of document
5.32 Determine optimum process for reproduction of printed materials
5.33 Scan document electronically
5.34 Identify appropriate software for job

6. Describe and evaluate the supervising personnel and their importance to the successful operation of a business.

6.1 Maintain file of job openings
6.2 Select and extend offer of employment
6.3 Publicize job openings
6.4 Develop personnel policies
6.5 Review employee attendance records
6.6 Maintain administrative services procedures manual
6.7 Create administrative services procedures manual
6.8 Handle employee problem and complaint
6.9 Evaluate employee’s performance
6.10 Coordinate employee continuing education programs
6.11 Discuss employee termination procedures
6.12 Maintain employment records
6.13 Conduct staff meetings
6.14 Review applications for employment
6.15 Prepare training materials
6.16 Maintain production records
6.17 Develop staffing plan
6.18 Prepare vacation schedule
6.19 Establish employee performance standards
6.20 Establish work priorities for administrative services
6.21 Determine workload distribution schedule
6.22 Maintain job descriptions
6.23 Interview applicants for employment
6.24 Conduct employee training
6.25 Coordinate duties with other employees
6.26 Assign work to staff
6.27 Arrange for temporary assistance
6.28 Administer PC network
6.29 Refer personal matters to authority
6.30 Maintain a journal for personal reflection